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FILED VIA ECFS

May 1, 2009

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

RE: Qwest ONA Nondiscrimination Report
CC Docket No. 88-2, Phase 1, CC Docket No. 96-128

Dear Ms. Dortch:

Pursuant to the Federal Communications Commission's ("Commission") *Orders*¹ concerning Qwest Corporation's ("Qwest") Open Network Architecture ("ONA") Plans, Qwest hereby submits its ONA Nondiscrimination Report for the first quarter of 2009. This report includes both provisioning and maintenance results, and is broken down into the categories as mandated by the Commission in its *MO&O on Reconsideration*, Appendix B.

This report also includes the categories of Public Access Lines in accordance with the *Report and Order* implementing Section 276 of the Telecommunications Act of 1996.

Qwest is filing this report via the Commission's Electronic Comment Filing System in the above-mentioned proceedings.

Please contact me if you have any questions.

Sincerely,

/s/ Glenda Weibel

Copy to: Christina Parker (via e-mail at christina.parker@fcc.gov)

Attachment

¹ See *In the Matter of Filing and Review of Open Network Architecture Plans, Memorandum Opinion and Order*, 5 FCC Rcd. 3103 (1990) and *Memorandum Opinion and Order on Reconsideration*, 5 FCC Rcd. 3084 (1990) ("*MO&O on Reconsideration*"). Also see, *In the Matter of Implementation of the Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996, Report and Order*, 11 FCC Rcd. 20541 (1996) ("*Report and Order*"), vacated in part, *Illinois Pub. Telecom Assoc. v. FCC*, 123 F.3d 693 (D.C. Cir. 1997).

Quarterly ONA Installation Detail Report

Qwest
QTR 1 2009

	AFFILIATE		ALL OTHERS	
A1 - Business				
Total Orders	140,705	Average Interval	94,570	Average Interval
Due Dates Missed	884	(In Days)	957	(In Days)
% Due Dates Missed	0.63%	2	1.01%	2
		0		0
A2 - PBX				
Total Orders	388	Average Interval	3,867	Average Interval
Due Dates Missed	17	(In Days)	504	(In Days)
% Due Dates Missed	4.38%	7	13.03%	12
		4		9
A3 - Centrex				
Total Orders	4,713	Average Interval	4,977	Average Interval
Due Dates Missed	78	(In Days)	107	(In Days)
% Due Dates Missed	1.65%	4	2.15%	5
		1		5
A4 - WATS				
Total Orders	45	Average Interval	989	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	0.00%	8	0.30%	1
		No Activity		0
A5 - Mobile				
Total Orders	2	Average Interval	2	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	0.00%	0	0.00%	2
		No Activity		No Activity
A6 - Feature Group A				
Total Orders	3	Average Interval	17	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	0.00%	3	0.00%	6
		No Activity		5
A7 - Foreign Exchange				
Total Orders	35	Average Interval	107	Average Interval
Due Dates Missed	1	(In Days)	4	(In Days)
% Due Dates Missed	2.86%	2	3.74%	3
		No Activity		5

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 1 2009

AFFILIATE			ALL OTHERS	
B1 - Feature Group B				
Total Orders	No Activity	Average Interval	29	Average Interval
Due Dates Missed	No Activity	(In Days)	3	(In Days)
% Due Dates Missed	No Activity	No Activity	10.34%	17
		No Activity		No Activity
B2 - Feature Group D				
Total Orders	No Activity	Average Interval	1,039	Average Interval
Due Dates Missed	No Activity	(In Days)	104	(In Days)
% Due Dates Missed	No Activity	No Activity	10.01%	22
		No Activity		9
B3 - DID				
Total Orders	140	Average Interval	1,528	Average Interval
Due Dates Missed	30	(In Days)	522	(In Days)
% Due Dates Missed	21.43%	13	34.16%	23
		5		8

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 1 2009

AFFILIATE			ALL OTHERS	
C1 - Packet DDD Line				
Total Orders	No Activity	Average Interval	11	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	7
		No Activity		No Activity
C2 - Packet Synchronous Access				
Total Orders	15	Average Interval	3,424	Average Interval
Due Dates Missed	2	(In Days)	391	(In Days)
% Due Dates Missed	13.33%	10	11.42%	15
		No Activity		6
C3 - Packet Asynchronous Access				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 1 2009

AFFILIATE			ALL OTHERS	
D1 - Protective Alarm				
Total Orders	1	Average Interval	64	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	0.00%	3	0.00%	3
		No Activity		No Activity
D2 - Protective Relay				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity
D3 - Control Circuit				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 1 2009

AFFILIATE			ALL OTHERS	
E1 - Telegraph 75 Baud				
Total Orders	No Activity	Average Interval	20	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	11
		No Activity		No Activity
E2 - Telegraph 150 Baud				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 1 2009

AFFILIATE

ALL OTHERS

F1 - Voice, Non-Switched Line

Total Orders	No Activity	Average Interval	5	Average Interval
Due Dates Missed	No Activity	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	No Activity	20.00%	14
		No Activity		No Activity

F2 - Voice, Switched Line

Total Orders	2	Average Interval	280	Average Interval
Due Dates Missed	1	(In Days)	59	(In Days)
% Due Dates Missed	50.00%	5	21.07%	11
		No Activity		5

F3 - Voice, Switched Trunk

Total Orders	No Activity	Average Interval	693	Average Interval
Due Dates Missed	No Activity	(In Days)	164	(In Days)
% Due Dates Missed	No Activity	No Activity	23.67%	21
		No Activity		11

F4 - Voice and Tone, Radio Land Line

Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

F5 - Data, Low Speed

Total Orders	No Activity	Average Interval	10	Average Interval
Due Dates Missed	No Activity	(In Days)	3	(In Days)
% Due Dates Missed	No Activity	No Activity	30.00%	16
		No Activity		No Activity

F6 - Basic Data and Voice

Total Orders	3	Average Interval	513	Average Interval
Due Dates Missed	0	(In Days)	126	(In Days)
% Due Dates Missed	0.00%	22	24.56%	20
		No Activity		4

F7 - Voice/Data PSN Access Tie Trunk

Total Orders	No Activity	Average Interval	22	Average Interval
Due Dates Missed	No Activity	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	No Activity	9.09%	11
		No Activity		3

F8 - Voice/Data SSN Access

Total Orders	No Activity	Average Interval	80	Average Interval
Due Dates Missed	No Activity	(In Days)	4	(In Days)
% Due Dates Missed	No Activity	No Activity	5.00%	33
		No Activity		6

F9 - Voice/Data SSN Intermachine Trunk

Total Orders	No Activity	Average Interval	1	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	8
		No Activity		No Activity

F10 - Data Extension, Voice Grade

Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity

F11 - Voice Grade Telephoto and Facsimile		No Activity		No Activity
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity
F12 - Protective Relay, Voice Grade				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 1 2009

AFFILIATE			ALL OTHERS	
G1 - Program Audio, 200-3500 Hz				
Total Orders	No Activity	Average Interval	2	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	3
		No Activity		No Activity
G2 - Program Audio, 100-5000 Hz				
Total Orders	No Activity	Average Interval	3	Average Interval
Due Dates Missed	No Activity	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	No Activity	66.67%	5
		No Activity		No Activity
G3 - Program Audio, 50-8000 Hz				
Total Orders	1	Average Interval	5	Average Interval
Due Dates Missed	1	(In Days)	1	(In Days)
% Due Dates Missed	100.00%	6	20.00%	10
		No Activity		No Activity
G4 - Program Audio, 50-15000 Hz				
Total Orders	No Activity	Average Interval	9	Average Interval
Due Dates Missed	No Activity	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	No Activity	11.11%	15
		No Activity		No Activity

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 1 2009

AFFILIATE			ALL OTHERS	
H1 - TV Channel 1 Way 15 kHz Audio				
Total Orders	2	Average Interval	66	Average Interval
Due Dates Missed	1	(In Days)	4	(In Days)
% Due Dates Missed	50.00%	14	6.06%	13
		No Activity		No Activity
H2 - TV Channel 1 Way 5 kHz Audio				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 1 2009

AFFILIATE			ALL OTHERS	
I1 - Digital Voice Circuit				
Total Orders	6	Average Interval	18	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	0.00%	4	5.56%	9
		No Activity		No Activity
I2 - Digital Data, 2.4 kbps				
Total Orders	No Activity	Average Interval	1	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	2
		No Activity		No Activity
I3 - Digital Data, 4.8 kbps				
Total Orders	No Activity	Average Interval	8	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	17
		No Activity		No Activity
I4 - Digital Data, 9.6 kbps				
Total Orders	No Activity	Average Interval	53	Average Interval
Due Dates Missed	No Activity	(In Days)	9	(In Days)
% Due Dates Missed	No Activity	No Activity	16.98%	18
		No Activity		3
I5 - Digital Data, 56 kbps				
Total Orders	No Activity	Average Interval	10	Average Interval
Due Dates Missed	No Activity	(In Days)	3	(In Days)
% Due Dates Missed	No Activity	No Activity	30.00%	14
		No Activity		8

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 1 2009

		AFFILIATE		ALL OTHERS	
J1 - Dedicated Hicap Digital, 1.544 mbps					
Total Orders	123	Average Interval		41,666	Average Interval
Due Dates Missed	33	(In Days)		3,879	(In Days)
% Due Dates Missed	26.83%	17		9.31%	14
		8			6

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 1 2009

AFFILIATE			ALL OTHERS	
K1 - Dedicated Hicap Digital, 3.152 mbps				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity
K2 - Dedicated Hicap Digital, 6.312 mbps				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity
K3 - Dedicated Hicap Digital, 44.736 mbps				
Total Orders	12	Average Interval	3,071	Average Interval
Due Dates Missed	2	(In Days)	482	(In Days)
% Due Dates Missed	16.67%	13	15.70%	21
		No Activity		5
K4 - Dedicated Hicap Digital, >45 mbps				
Total Orders	7	Average Interval	282	Average Interval
Due Dates Missed	6	(In Days)	54	(In Days)
% Due Dates Missed	85.71%	73	19.15%	18
		No Activity		10

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Installation Detail Report
Qwest
QTR 1 2009

AFFILIATE			ALL OTHERS	
L1 - Smart PAL				
Total Orders	No Activity	Average Interval	23	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	12
		No Activity		4
L2 - Basic PAL				
Total Orders	1	Average Interval	3,382	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	0.00%	4	0.12%	8
		No Activity		2

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

Quarterly ONA Maintenance Report
Qwest
QTR 1 2009

	AFFILIATE	ALL OTHERS
A1 - Business		
Total Tickets	6	11
Average Interval in Hrs/Mns	2:13	5:49
A2 - PBX		
Total Tickets	12	246
Average Interval in Hrs/Mns	9:54	4:25
A3 - Centrex		
Total Tickets	14	29
Average Interval in Hrs/Mns	2:50	3:23
A4 - WATS		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
A5 - Mobile		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
A6 - Feature Group A		
Total Tickets	No Activity	18
Average Interval in Hrs/Mns	No Activity	5:52
A7 - Foreign Exchange		
Total Tickets	7	55
Average Interval in Hrs/Mns	1:47	4:01

Quarterly ONA Maintenance Report
Qwest
QTR 1 2009

	AFFILIATE	ALL OTHERS
B1 - Feature Group B		
Total Tickets	No Activity	1
Average Interval in Hrs/Mns	No Activity	1:39
B2 - Feature Group D		
Total Tickets	No Activity	55
Average Interval in Hrs/Mns	No Activity	2:01
B3 - DID		
Total Tickets	23	176
Average Interval in Hrs/Mns	6:41	4:24

Quarterly ONA Maintenance Report

**Qwest
QTR 1 2009**

AFFILIATE

ALL OTHERS

C1 - Packet DDD Line

Total Tickets

No Activity

No Activity

Average Interval in Hrs/Mns

No Activity

No Activity

C2 - Packet Synchronous Access

Total Tickets

No Activity

94

Average Interval in Hrs/Mns

No Activity

3:13

C3 - Packet Asynchronous Access

Total Tickets

No Activity

No Activity

Average Interval in Hrs/Mns

No Activity

No Activity

Quarterly ONA Maintenance Report

**Qwest
QTR 1 2009**

AFFILIATE

ALL OTHERS

D1 - Protective Alarm

Total Tickets

No Activity

8

Average Interval in Hrs/Mns

No Activity

21:49

D2 - Protective Relay

Total Tickets

No Activity

No Activity

Average Interval in Hrs/Mns

No Activity

No Activity

D3 - Control Circuit

Total Tickets

No Activity

No Activity

Average Interval in Hrs/Mns

No Activity

No Activity

Quarterly ONA Maintenance Report

**Qwest
QTR 1 2009**

AFFILIATE

ALL OTHERS

E1 - Telegraph 75 Baud

Total Tickets

No Activity

No Activity

Average Interval in Hrs/Mns

No Activity

No Activity

E2 - Telegraph 150 Baud

Total Tickets

No Activity

4

Average Interval in Hrs/Mns

No Activity

3:09

Quarterly ONA Maintenance Report

Qwest
QTR 1 2009

AFFILIATE

ALL OTHERS

F1 - Voice, Non-Switched Line		
Total Tickets	No Activity	10
Average Interval in Hrs/Mns	No Activity	2:27
F2 - Voice, Switched Line		
Total Tickets	73	557
Average Interval in Hrs/Mns	4:14	5:03
F3 - Voice, Switched Trunk		
Total Tickets	20	325
Average Interval in Hrs/Mns	2:27	2:15
F4 - Voice and Tone, Radio Land Line		
Total Tickets	No Activity	35
Average Interval in Hrs/Mns	No Activity	4:29
F5 - Data, Low Speed		
Total Tickets	No Activity	29
Average Interval in Hrs/Mns	No Activity	4:53
F6 - Basic Data and Voice		
Total Tickets	8	900
Average Interval in Hrs/Mns	3:16	3:42
F7 - Voice/Data PSN Access Tie Trunk		
Total Tickets	No Activity	18
Average Interval in Hrs/Mns	No Activity	3:58
F8 - Voice/Data SSN Access		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
F9 - Voice/Data SSN Intermachine Trunk		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
F10 - Data Extension, Voice Grade		
Total Tickets	No Activity	7
Average Interval in Hrs/Mns	No Activity	2:05
F11 - Voice Grade Telephoto and Facsimile		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
F12 - Protective Relay, Voice Grade		
Total Tickets	No Activity	5
Average Interval in Hrs/Mns	No Activity	3:42

Quarterly ONA Maintenance Report

**Qwest
QTR 1 2009**

	AFFILIATE	ALL OTHERS
G1 - Program Audio, 200-3500 Hz		
Total Tickets	No Activity	2
Average Interval in Hrs/Mns	No Activity	3:09
G2 - Program Audio, 100-5000 Hz		
Total Tickets	1	5
Average Interval in Hrs/Mns	37:48:00	11:05
G3 - Program Audio, 50-8000 Hz		
Total Tickets	2	16
Average Interval in Hrs/Mns	1:19	3:43
G4 - Program Audio, 50-15000 Hz		
Total Tickets	3	18
Average Interval in Hrs/Mns	1:42	3:55

Quarterly ONA Maintenance Report

**Qwest
QTR 1 2009**

	AFFILIATE	ALL OTHERS
H1 - TV Channel 1 Way 15 kHz Audio		
Total Tickets	No Activity	7
Average Interval in Hrs/Mns	No Activity	3:30
H2 - TV Channel 1 Way 5 kHz Audio		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Report
Qwest
QTR 1 2009

	AFFILIATE	ALL OTHERS
I1 - Digital Voice Circuit		
Total Tickets	1	6
Average Interval in Hrs/Mns	3:25	3:41
I2 - Digital Data, 2.4 kbps		
Total Tickets	No Activity	8
Average Interval in Hrs/Mns	No Activity	2:16
I3 - Digital Data, 4.8 kbps		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
I4 - Digital Data, 9.6 kbps		
Total Tickets	No Activity	24
Average Interval in Hrs/Mns	No Activity	1:29
I5 - Digital Data, 56 kbps		
Total Tickets	1	855
Average Interval in Hrs/Mns	0:09	3:03

Quarterly ONA Maintenance Report
Qwest
QTR 1 2009

	AFFILIATE	ALL OTHERS
J1 - Dedicated Hicap Digital, 1.544 mbps		
Total Tickets	177	12,790
Average Interval in Hrs/Mns	2:56	3:20

Quarterly ONA Maintenance Report
Qwest
QTR 1 2009

	AFFILIATE	ALL OTHERS
K1 - Dedicated Hicap Digital, 3.152 mbps		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
K2 - Dedicated Hicap Digital, 6.312 mbps		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
K3 - Dedicated Hicap Digital, 44.736 mbps		
Total Tickets	2	374
Average Interval in Hrs/Mns	1:37	1:54
K4 - Dedicated Hicap Digital, >45 mbps		
Total Tickets	No Activity	49
Average Interval in Hrs/Mns	No Activity	11:30

Quarterly ONA Maintenance Report
Qwest
QTR 1 2009

	AFFILIATE	ALL OTHERS
L1 - Smart PAL		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
L2 - Basic PAL		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Report - Tickets with Due Dates
Qwest
QTR 41 2009

	AFFILIATE	ALL OTHERS
A1 - Business		
Total Tickets	22,013	19,003
Average Interval in Hrs/Mns	14:54	16:04
Due Dates Missed	2,245	2,256
% Due Dates Missed	10.20%	11.87%
A2 - PBX		
Total Tickets	65	385
Average Interval in Hrs/Mns	14:28	14:57
Due Dates Missed	7	50
% Due Dates Missed	10.77%	12.99%
A3 - Centrex		
Total Tickets	1,054	942
Average Interval in Hrs/Mns	18:06	16:26
Due Dates Missed	115	125
% Due Dates Missed	10.91%	13.27%
A4 - WATS		
Total Tickets	No Activity	4
Average Interval in Hrs/Mns	No Activity	29:56:00
Due Dates Missed	No Activity	1
% Due Dates Missed	No Activity	25.00%
A5 - Mobile		
Total Tickets	No Activity	1
Average Interval in Hrs/Mns	No Activity	26:30:00
Due Dates Missed	No Activity	1
% Due Dates Missed	No Activity	100.00%
A6 - Feature Group A		
Total Tickets	No Activity	14
Average Interval in Hrs/Mns	No Activity	13:35
Due Dates Missed	No Activity	2
% Due Dates Missed	No Activity	14.29%
A7 - Foreign Exchange		
Total Tickets	42	125
Average Interval in Hrs/Mns	16:13	24:42:00
Due Dates Missed	1	21
% Due Dates Missed	2.38%	16.80%

Quarterly ONA Maintenance Report - Tickets with Due Dates
Qwest
QTR 41 2009

	AFFILIATE	ALL OTHERS
E1 - Telegraph 75 Baud		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	No Activity	No Activity
% Due Dates Missed	No Activity	No Activity
E2 - Telegraph 150 Baud		
Total Tickets	No Activity	22
Average Interval in Hrs/Mns	No Activity	36:00:00
Due Dates Missed	No Activity	10
% Due Dates Missed	No Activity	45.45%
